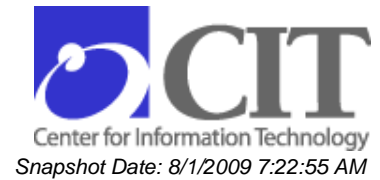


Customer Service Report for DCOB

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|------------------------|----------|-----------|----------|-----------|----------------------------------|-----------|----------|----------|-----------|----------|----------|
| | DCS | DCOB | Web | Other | DCS | DCOB | Other | DCS | DCOB | Other | To Close |
| ASR | | | | | | | | | | | |
| Colocation-OFF | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 2 | 0 | 0 |
| Colocation-ON | 0 | 0 | 0 | 5 | 0 | 5 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 6 | 0 | 3 | 0 | 0 | 3 | 0 | 0 |
| CIT Categories | | | | | | | | | | | |
| Personnel | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Connectivity | | | | | | | | | | | |
| TCP/IP | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Local LAN | | | | | | | | | | | |
| LocalLAN/Connectivity | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| NIH Data Center | | | | | | | | | | | |
| Aperture Vista | 0 | 28 | 0 | 3 | 0 | 6 | 0 | 0 | 25 | 0 | 0 |
| Grand Total: | 1 | 29 | 0 | 18 | 0 | 17 | 1 | 0 | 30 | 0 | 0 |

| | |
|---|----|
| Total Tickets Closed: | 30 |
| Total Tickets Assigned/Pending/Checked Out: | 18 |
| Total Tickets Created: | 48 |